

**IOWA DEPARTMENT OF HUMAN SERVICES
IOWA MEDICAID ENTERPRISE
NON-EMERGENCY MEDICAL TRANSPORTATION BROKERAGE
MED-10-011**

AMENDMENT 2 – MARCH 29, 2010

Amendments in Bold or ~~Red Strike Through~~

Whereas the Department has determined it is necessary to amend RFP MED-10-011 to revise, add to, or delete text contained in the published RFP.

Therefore, the following amendments apply to RFP MED-10-011 (*Note all amended text appears in bold face type):

#	SECTION, PAGE	AMENDMENT TO RFP
1	Section 2.4 page 7	Considering the large number of questions received, the Department has decided to allow a follow-up period for additional questions. Section 2.4 Procurement Timetable will be amended (Amendment 2 to RFP MED-10-011) to <u>add</u> the following: <u>Second Round of Questions Due.....04/05/2010</u> <u>Response to Second Round of Questions.....04/012/2010</u>
2	Section 2.11 Page 9	The RFP is being amended to clarify that, “The Department may reject outright disqualify and shall not evaluate proposals for any one of the following reasons : . The determination of whether or not to disqualify a proposal for any of the stated disqualification factors is at the sole discretion of the Department, and no bidder shall obtain any right by virtue of the Department’s election to not exercise that discretion.”
3	Section 2.11.11 Page 9	The RFP is being amended to clarify that, “The bidder initiates unauthorized contact regarding the RFP with state Department employees other than the issuing officer.”
4	Section 3.2.2 Page 19	The RFP will be amended to: The basic steps the Broker will follow in arranging advance notice transportation (i.e. advance notice is defined as three (3) or more business days or more than 72 hours. Urgent care is defined as any transportation less than 72 hours.) , verifying eligibility, and, if applicable, reimbursing transportation providers for services, are as follows:

5	Section 3.2.2.d page 19	<p>This section is being removed in recognition of the fact that it will be in the Broker's best interest to insure that the transportation being requested is necessary for the medical exam or treatment for the care of the Member. The manner in which this will be confirmed will be at the discretion of the Broker.</p> <p>d. The Broker will verify the transportation need by confirming the medical appointment with the service provider.</p>
6	Section 3.2.2.j page 19	<p>This section is being removed in recognition of the fact that it will be in the Broker's best interest to insure that Members remember their appointments and are picked up.</p> <p>j. The Broker or transportation provider re-confirms the pick-up with the Member or his or her representative 24 hours ahead of the scheduled appointment to reduce the possibility of a no-show.</p>
7	Section 3.3.2.1.1 Page 21	<p>The RFP will be amended to:</p> <p>"b. Review and approval and ongoing monitoring of the Broker's Network Plan, and changes to it, including approval of subcontracts.</p>
8	Section 3.3.2.1.2.b page 21	<p>The requirement that NOD's be sent to <u>all</u> Medicaid Members who qualify even those who are approved, is being removed. With this amendment, only Members who are denied services will receive a NOD.</p> <p>b. The Broker will send a Notice of Decision (NOD) letter to all Members who have requested been denied NEMT services. These NOD's will either approve or deny the service. When the Broker has denied any Member's request, the NOD letter must be post marked within 72 hours of the request.</p> <p>1. The Broker will develop a NOD letters s approving and template denying NEMT services. In a letter of denial, the Broker must cite the applicable administrative code section. The letter will also identify the Member's appeal rights as provided in 441 Iowa Admin. Code chapter 7. Please see 3.3.2.1.2.1 Notice of Adverse Action for Service Authorizations.</p>

9	Section 3.3.2.1.3 Page 23	<p>The RFP will be amended to:</p> <p>“... The Broker will ensure the provision of necessary NEMT services by establishing a network of providers or provider panel. through the use of subcontracts. This provider panel will be are referred to in this RFP as “Network providers”.</p> <p>“The Broker will subcontract develop a provider panel with Public Transit agencies,...”</p> <p>“(Note: The Department will review and reimburse for air ambulance service.)”</p> <p>“The Broker’s provider panel The Broker must subcontract only with providers that meet the following requirements and are approved by the IME.”</p>
10	Section 3.3.2. 3.2.g Page 27	<p>The RFP will be amended to:</p> <p>g. Relative to after hours, including after 5:00 PM to 8:00 AM, Monday through Friday and on weekends and holidays, a 24 hour telephone service is required to accommodate scheduling advance notice and for next day urgent care appointments and/or arrange transportation when the Member has been stranded. (Holiday schedules are to be identical to the declared holidays of the State of Iowa.)</p>
11	Section 3.3.2.3.3.d Page 28	<p>The RFP will be amended to:</p> <p>d. The Member’s Member and/or their legal representative family and the transportation provider should be notified by the Broker or the transportation provider on the Broker’s behalf, at least 48 hours in advance of any known changes in drivers or providers.”</p>
12	Section 3.3.2.3.3.e Page 28	<p>The RFP will be amended to:</p> <p>1. The Broker will ensure that a Member’s wait time for a Network provider is no more than 15 30 minutes prior to or 15 30 minutes after the scheduled arrival time.</p> <p>3.b. In the event the Member is delayed due to a time overage for a medical appointment or service, and the Network provider has waited at least 15 10 minutes past the time of scheduled pick-up:</p>

13	Section 3.3.2.3.3.e.3. b Page 28	<p>The RFP will be amended to:</p> <p>“2) The Broker must have procedures in place to address the return trip for a Member whose medical appointment or treatment has gone past the time of the scheduled pick-up, and the Network provider has left the pick-up location. The Broker must then notify the Member and schedule the Member’s return trip.</p> <p>3) Upon notification that the Member is available for their return trip, the Broker must make arrangements to have a vehicle available to return to pick up the Member within 45 minutes of the notification. Once the new pick-up time is scheduled, the Borker must have transportation available to the Member within 15 minutes of the new requested pick-up time.”</p>
14	Section 3.3.2.3.4.d Page 29	<p>The RFP will be amended to:</p> <p>d. The average waiting time for all pickups prior to a Members and after their medical appointments s will not exceed thirty fifteen (1530) minutes 95% of the time and at least 100% of all pick-ups must be within forty five twenty (2045) minutes of the scheduled pick-up time.</p>

15	Section 3.3.2.6.2.1 Page 31	<p>The RFP will be amended to:</p> <p>3.3.2.6.2.1 Definitions</p> <p>Action – Can mean any of the following:</p> <ul style="list-style-type: none"> • Denial or limited authorization of a requested service, including the type or level of service; • Reduction, suspension, or termination of a previously authorized service; • Denial in whole or in part, of payment for a service <p>Appeal – A request for review of an action, as action is defined in this section.</p> <p>Appeal Process – The Broker’s process for informing Members /Providers regarding the right to file an appeal with the State Fair Hearing system and the process for doing so.</p> <p>Grievance or Complaint – An expression of dissatisfaction about any matter other than an action. Possible subjects for grievances or complaints include, but are not limited to, the quality of the services provided, and aspects of interpersonal relationships such as rudeness of a Network provider’s employee, or failure to respect the Member’s rights.</p> <p>Grievance or Complaint Process – The Broker’s process for handling of grievances or complaints that complies with the requirements specified herein, including, but not limited to, the procedural steps for a Member/Provider to file a grievance or complaint, the process for disposition of a grievance or complaint, and the timing and manner of required notifications.</p> <p>Grievance, Complaint, and State Fair Hearing System – The overall system in place for Members/Providers that includes a grievance or complaint process and access to the State Fair Hearing system.</p> <p>Inquiry – A request form a Member/Provider for information that would clarify the Broker’s policy, benefits, procedures, or any aspect of the Broker’s function but does not express dissatisfaction.</p>
16	Section 3.3.2.6.2.3 Page 32	<p>The RFP will be amended to:</p> <p>c. Inform the Member/Provider of the availability of the State fair hearing process for any action.</p>

17	Section 3.3.2.6.2.5 Page 32	<p>The RFP will be amended to:</p> <p>If the Member/Provider disagrees with the resolution of the grievance or complaint by the Broker, the Member/Provider may request a state fair hearing. The right to a fair hearing and how to obtain a hearing must be explained to the Member/Provider by the Broker.</p> <ul style="list-style-type: none"> • The Broker will represent the Department in the State Fair Hearing. <p>3.3.2.6.2.6 Provider Arbitration</p> <p>a) Because network transportation providers will not be providers of the Department, the Department will not afford such network providers access to the State Fair Hearing process unless required to do so by law.</p> <p>b) The Broker shall include a clause in its standard network provider agreement that affords network providers the right to bring disputes to binding arbitration following completion of the Broker's internal grievance process.</p> <p>c) Binding arbitration shall be conducted free of charge by state staff of the IME. The decision of the state staff arbitrator shall be final and binding on the parties.</p>
18	Section 4.1.3 page 33	<p>The RFP will be amended to:</p> <p>The Technical Proposal and Cost Proposal materials shall be presented in a spiral binder, comb binder, or similar binder (no loose leaf binders). Each Technical Proposal and Cost Proposal shall be sealed separately.</p>
19	Section 4.1.5 Page 33	<p>The RFP will be amended to:</p> <p>Each electronic copy shall be submitted on CD-ROM or DVD format.</p>
20	Section 4.2.6.2.3 Page 36	<p>The RFP will be amended to:</p> <p>4.2.6.2.3 Describe other contracts and projects currently undertaken by the bidder.</p>